

**CODE: 1620  
FLSA: EXEMPT  
GRADE: 18**

**TOWN OF VIENNA, VIRGINIA  
JOB DESCRIPTION**

**JOB TITLE: COMMUNITY CENTER MANAGER  
COMMUNITY CENTER DIVISION  
PARKS AND RECREATION DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under limited supervision, performs professional and supervisory work in coordinating the operation and maintenance of Community Center/Bowman House/Freeman House, ensuring division compliance with all applicable policies, procedures, regulations, and standards of quality and safety. Work involves supervising building supervisors and custodial staff; scheduling facility rentals and recreational activities; administering department budgets, policies and procedures, and facility maintenance requirements; managing the department's customer service operation and computer system; and providing recreation programming assistance for special events. Reports to the Director of Parks and Recreation.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Supervises full and part-time staff.

Coordinates with other staff the use of the center for ongoing recreational programs, activities, and special events.

Schedules and assigns use of space, equipment, and facilities at the center for a variety of user groups; recommends capital equipment and major maintenance and capital improvement project for the Community Center, Bowman House, and Freeman House.

Prepares budget for Community Center operations.

Oversees and monitors expenditures.

Requisitions equipment and supplies needed for the routine operation of the facilities.

Recommends and establishes policies and procedures for operation of the Community Center.

Sets and defines duties and assignments of assigned personnel.

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Provides support for Town sponsored events.

Communicates with representatives of Community organizations and special interest groups for the purpose of planning, coordinating, and/or scheduling special events at the Community Center or other public community areas.

Issues contracts and center-use permits; assesses appropriate fees for use of the Park and Recreation facilities.

Responds to inquiries and questions from the public and other sources.

Prepares contracts and related documents for facility rentals.

Handles emergency and unforeseen situations in the facilities as required.

Arranges for supplies and services needed to accomplish scheduled center activities; accounts for all funds involved.

Prepares and maintains all appropriate records.

Ensures that facilities are properly cleaned, maintained, and prepared for a variety of meeting, activities, private functions, and shows.

Receives and/or reviews various records and reports such as budget, facility statistics, rental information, vendor information, customer information, and HVAC system.

Prepares and/or processes various records and reports such as budget, rental report, facility use report, facility activity list, and custodian maintenance schedule.

Refers to activities schedule, budget expenditure database, HVAC software, server backup, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as vertical lift, computer server, HVAC computer, fire and alarm system, Wan system, etc.

Uses a variety of tools such as software, drills, tool set, HVAC sensors, temperature, etc.; a variety of supplies such as computer disks, writing instruments, flashlights, file folders, general office supplies, etc.; and a variety of computer software such as RecTrac, Microsoft Word, Microsoft Access, Pentamtion, Server software, CIRCON Visual Integrator, FTP, Microsoft Publisher, Adobe Acrobat, etc.

Interacts and communicates with various groups and individuals such as the Director of Parks and Recreation, vendors, contractors, internal customers, community organizations, local/County/State officials, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Monitors front desk area.

Performs general administrative / clerical duties as required, including preparing reports and correspondence, copying and filing documents, entering computer data, attending meetings, etc.

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Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's plus two degree in parks and recreation management, business, public administration, or related field supplemented by two to three years of progressively responsible administrative experience; or an equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities. Must possess a valid state driver's license. Must be able to obtain First Aid and CPR certifications.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds), and occasionally heavier objects and materials (up to 50 pounds).

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or direction from supervisor.

**Language Ability:** Requires ability to read a variety of policy and procedure manuals, technical manuals, documents, etc. Requires the ability to prepare reports, records, correspondence, master plans, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in managing a staff; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with persons of various educational and cultural backgrounds and in a variety of technical and/or professional languages including budgeting, personnel, recreation administration, facility management / maintenance, construction, etc.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

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**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree and to tension as a regular, consistent part of the job.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the Parks and Recreation Department as they pertain to the performance of duties of the Community Center Manager. Has thorough knowledge of the organization of the Department and of related departments and agencies. Has considerable knowledge of the functions and interrelationships of the City and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of park / facility management and maintenance, general construction, project management, marketing, community relations, public safety, budget administration, grant administration and public administration. Is able to make sound, educated decisions. Is able to plan and develop daily, short- and long-term goals related to Town purposes. Is able to plan and coordinate the most effective use of personnel, facilities, and resources to achieve division goals. Is able to help ensure division compliance with all laws and regulations and control the activities of the division through effective supervision. Has knowledge of how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with co-workers,

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supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills. Has knowledge of how to make public presentations. Has thorough knowledge of proper English usage, vocabulary, spelling and basic mathematics. Is able to compile, organize and utilize various financial information necessary in the preparation of the division budget, and knows how to prepare and monitor budgets. Has thorough knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Is able to perform duties effectively despite exposure to extreme heat / cold, humidity, noise, dusts, machinery hazards, wetness, etc. Has knowledge of how to react calmly and quickly in emergency situations.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests,

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suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning:** Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing:** Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

**Leading:** Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

**Delegating:** Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

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**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

**Policy Formulation:** Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.